

CIMS Supplement

Margaret Dosland



We would like to thank and acknowledge Margaret Dosland for being the “Editor in Chief” for the CIMS Supplement for the past 7 years. Since the implementation of CIMS in 1999, Margaret has been the writer, coordinated the contributing editorial board (i.e. WIC IS and program staff) and both published and distributed this newsletter to all WIC staff statewide. She fearlessly addressed bugs, functionality concerns and training issues for first CIMS, then CIMS Central and finally the Client Services and Clinic Reports applications. Through the many changes and challenges of the software, Margaret has kept staff informed about the hot issues and provided important workarounds and tips to support local WIC staff in the trenches. She took extra steps to make sure all WIC staff had access to the CIMS Supplement by providing enough copies to distribute to all staff in each site. Margaret made learning about the CIMS software, and even the nastiest of bugs, fun and enjoyable.

As of this issue, Margaret is turning over the reigns of the CIMS Supplement to Carola Wright and Sandy Tolan at the CIMS Help Desk. Local staff are in equally capable hands and we know the readership will continue at high levels. We thank Margaret for beginning the CIMS Supplement tradition and appreciate all her work and dedication to this important communication tool for local staff. Thank you Margaret! We hope the New York Times appreciates your work as much! (No, just kidding – Margaret turned down an impressive offer from the New York Times to remain in Washington state and continue supporting local staff through her many other WIC projects.)

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Carola & Sandy, New Editors of the CIMS Supplement

If you have called the Help Desk with questions about CIMS, chances are you may have spoken with Carola and Sandy. This month’s issue of the Supplement is their first, and they enthusiastically encourage comments and suggestions from readers. Carola and Sandy have a combined WIC experience of 24 years. Pretty impressive!



Why does Client Services print two No Show letters for PG women?

Printing two letters is a known bug in Client Services. This will be fixed in the future. Some clinics tell us they use the extra letter printed as a reminder to follow-up later on these clients. Pregnant women are WIC's highest priority.

If you are printing **Appointment Summary Reports** for more than one day, remember to clear the screen before selecting another day. There is a bug in Client Services that will cause problems with your reports if you do not hit "Clear." See Client Services 4.1.3 Release Notes, page 13.

Is my Caseload Management Report correct?

Clinics are increasingly looking to their CIMS reports to determine if they are adequately meeting agency goals for serving clients. These reports are a good source of information if you recognize that they draw their numbers from different sources in CIMS.

You may wonder why your No Activity Report will show only 20 participants, but your Caseload Management Report shows 26 as "Enrolled not participating." All clients enrolled at any time in the current month are counted even if they are terminated without any check issuance. This includes transfer-ins, transfer-outs and terms.

Also, an exclusively breastfeeding enrolled infant who is missing mom's ID on his/her file will be considered not participating. This can be easily corrected by going into the infant's file and adding mom's Client ID number.

WIC Coordinators can contact their LPC (Local Program Consultant) at the State WIC office if they need help interpreting these reports.



Toner cartridges for your printer

Some clinics are receiving calls from a company called Micro Tech encouraging them to place orders for toner cartridges. Toner cartridges for WIC printers can only be ordered from **Source Technologies** in North Carolina using *our* (or *the dedicated*) order form or calling the number on the order form. If you need a copy of this form, please call the CIMS Help Desk.

CIMS Upgrades Mean Better Service for Clients

This year is bringing exciting updates to CIMS that will provide clients with more food package options, adjusted growth graphs for premature babies, and the ability to print checks for any Washington WIC store. Some of these changes have been requested by clinics and clients; some will bring Washington WIC in line with Federal requirements.

Change is not always easy, but it is an important part of WIC's effort to meet the changing needs of both clients and clinics. We have come a long way since *handwritten appointment books* and *preprinted checks from Viking!* How about those Turnaround Sheets for updating client information and paper file folders? Remember no computers and no printers, just pen and paper? We're not just getting better, we're getting smarter!

Have you seen this message?

If you get an error message in Client Services like, **“Database error...Unable to update Client Risk Factor record...’CLIENT_RISK_FACTOR is not unique...”** it might be related to a known bug in CIMS. This bug selects the auto calculated risk factor “Low Birth Weight” even though it is already in the client’s file.

Scenario: A recertification has been completed for a 12 month old child, the risk factor “Low Birth Weight” was auto calculated by CIMS and added during the cert. Later on that day staff goes to “Change Cert Info” and adds additional information to the measurements tab. The “Identify New Risks” button has to be pushed to determine additional risk factors. The risk factor “Low Birth Weight” gets selected again. Staff gets the above error message when selecting the “Finish” button. Simply remove the duplicate risk factor (do not hit “Calculate Eligibility” again after removing the risk factor). Now you are able to finish your wizard.

Note: If staff edits the client’s file at a later date any time during the cert period and hits “Identify New Risks” button, the “Low Birth Weight” risk factor gets added again, but no error message will pop up (since the risk factor has a different date). If you a notice duplicate “Low Birth Weight” risk factor when reviewing files, simply remove it using “Change Cert Info.” Please call the Helpdesk if you need assistance.

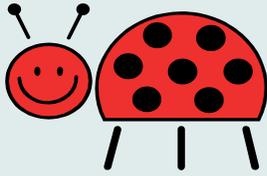


Questions/Comments for the Help Desk?

Please call us at our toll-free number
1-888-457-2467 West
1-800-942-2484 East
rather than e-mail us. We can answer
your questions much better when we
talk with you on the phone.

Changing Women from PP to BF Incorrectly Adds Months of Eligibility

There's a bug in Client Services



When changing a woman from PP to BF (for example: she receives a full package of formula for her baby and reports she is still breastfeeding), there is a known bug in Client Services that incorrectly adds 6 months of eligibility from the date you change her category. This will be fixed later. **For now, you must call the Help Desk whenever you change a woman from PP to BF so that we can correct the End Eligibility Date.**

Of course, if the woman's eligibility has expired and she reports she is still breastfeeding, then a recertification is required anyway in order to put her back on the program.



Check out our WA WIC web site @
<http://www.doh.wa.gov/cfh/wic>

Have you looked at WIC's online second contact
web site for clients? Check it out @
<http://www.wichealth.org>

*Do you have ideas about what you would
like to see in your CIMS
Supplement? Please call the Help Desk.
We value your input.*

West side: 1-888-457-2467
East side: 1-800-942-2484